

Pre-Proposal Conference Meeting Minutes
Developmental Disabilities Administration Solicits
Behavioral Respite and Mobile Crisis Intervention Services
DHMH-OPASS 20-17375
eMM#MDM0031030313/
EMMA# BPM015037
July 23, 2019

Conference began at 10:00 a.m. EST Local Time

Opening Remarks and Introductions were facilitated by Afua Tisdale, Contract Officer for the Office of Procurement and Support Services (OPASS). Sign-in sheet was provided.

Attendance:

Afua Tisdale, Contract Officer Officer (OPASS)

Sherida Studwood, Chief of Procurement, DDA,
Janelle Robinson, MBE Administrator/DDA
Judith Pattick, Regional Director/DDA
Dr. Meg DePasquale, LCSW-C Director of Clinical Services/DDA
Dana Dembrow, Director of Procurement (OPASS)
Bernard Simmons, Deputy Secretary/DDA
David Ross, Benchmark Human Services
Tracey Paliath, Chimes
Mike Hanson, Arc of Southern Maryland
Dawn Tierney, Arc of Southern Maryland
Renee Quillen-Knox, Arc of Washington County
Scott Deadrick, Humanim
Lindy Coder, Merakey
Kay Jones, Somerset Community Services, Inc.
Shai Wilkeson, Somerset Community Services, Inc.
Grant Spirrier, Somerset Community Services, Inc.

Agenda:

Greeting-Afua Tisdale, Contract Officer, MDH-OPASS

Procurement Overview - Afua Tisdale, Contract Officer, MDH-OPASS

All subsequent documentation to this information will be posted on eMarylandMarketplace Advantage and the MDH-OPASS Procurement website. The link to eMarylandMarketplace Advantage is in Section 4.2 of the RFP. Registration for eMarylandMarketplace Advantage is free.

Vendors are required to register on eMarylandMarketplace Advantage in order to be awarded a contract with the State of Maryland.

Questions asked during the Question and Answer period must be submitted to the Department in writing to the attention of Dana Dembrow at mdh.solicitationquestions@maryland.gov. Offeror should review Section 4.3 for instructions and guidance for submitting questions. The Procurement Officer, based on time and availability of time to research and formulate a response, will decide if an answer can be given prior to the proposal due date. Materials of this meeting and conference minutes will also be posted to the MDH-OPASS Procurement website and on eMaryland Marketplace Advantage.

Contract resulting from this contract will be in effect Three (3) years with two (2) – one-year option periods, beginning on or about April, 2020.

Section 4.23 (pg. 43) – (Payments by Electronic Funds Transfer)

Offerors advised that by submitting a response, Offeror agrees to accept payment by electronic funds transfer, unless an exemption is granted by the State's Controllers Office, for contracts exceeding \$100,000.

Section 4.4 – (Procurement Method)

A Contract will be awarded in accordance with the Competitive Sealed Proposals method under COMAR 21.05.03. There are several steps involved in this method, attention to solicitation documentation is crucial to the Offerors' successful submission of their proposal.

Section 1 – (Minimum Qualifications)

To be considered reasonably susceptible of being selected for award, the Offeror must document in its proposal that the following Minimum Qualifications requirements have been met. Offerors' Minimum Qualifications' are reviewed prior to reviewing Offerors' proposal. Offeror should review Section 1.2 for Required Documentation. As proof of meeting the requirements in Section 1.1, the Offeror must provide documentation with its Proposal.

Section 2 – (Scope of Work) - Subsection 2.2 (Background and Scope),
Gives an outline of the responsibilities of the contractor.

Section 2 - Subsection - 2.3 (Responsibilities and Tasks).

Provides a clear understanding of what the department expects from the successful Offeror in reference to services. Program representative will provide additional information on the scope of work.

Section 5 – (Proposal Format)

This section explains submission of the proposal. There are two parts: Volume 1 - Technical Proposal and Volume 2 - Financial Proposal. Each volume should be submitted separately in sealed envelopes. No financial information should be indicated in the Technical proposal.

Section 4.26 (MBE Participation Goal)

There is a 3% MBE goal for this contract.

Section 5 – Subsection - 5.2.5

Offerors must provide their Proposals in two separately sealed and labeled packages as follows:

Section 5 – Subsection 5.3 – (Volume I – Technical Proposal)

Volume I - Technical Proposal consisting of: One (1) original executed Technical Proposal and all supporting material marked and sealed, four (4) duplicate copies of the above separately marked and sealed, an electronic version of the Technical Proposal in Microsoft Word format, version 2007 or greater, the Technical Proposal in searchable Adobe PDF format, and a second searchable Adobe PDF copy of the Technical Proposal with confidential and proprietary information redacted.

Section 5 – Subsection 5.4- (Volume II - Financial Proposal)

Volume II - Financial Proposal consisting of: One (1) original executed Financial Proposal and all supporting material marked and sealed, four (4) duplicate copies of the above separately marked and sealed, an electronic version of the Financial Proposal in searchable Adobe PDF format, and, a second searchable Adobe pdf copy of the Financial Proposal, with confidential and proprietary information redacted.

Attachment B. – Financial Proposal Instructions & Form

Instructions regarding the financial Proposal Instructions and Form.

Section 6 (Evaluation Committee, Evaluation Criteria and Selection Process)

Evaluation of Proposals will be performed in accordance with COMAR 21.05.03 by a committee established for that purpose and based on the evaluation criteria set forth below. The Evaluation Committee will review Proposals, participate in Offeror oral presentations and discussions, and provide input to the Procurement Officer. The Department reserves the right to utilize the services of individuals outside of the established Evaluation Committee for advice and assistance, as deemed appropriate. The criteria to be used to evaluate each Technical Proposal is listed in Subsection 6.2 in descending order of importance.

Section 6 – Subsection 6.2 (Technical Proposal Evaluation Criteria)

- The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance. Unless stated otherwise, any sub-criteria within each criterion have equal weight.
- Offeror's Technical Response to Requirements and Work Plan (See RFP § **5.3.2.F**)

The State prefers the Offeror's Technical Proposal to illustrate a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be performed. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those Proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them.

- Experience and Qualifications of Proposed Staff (See RFP § **5.3.2.G**)
- Offeror Qualifications and Capabilities, including proposed subcontractors (See RFP § **5.3.2.H**)
- Economic Benefit to State of Maryland (See RFP § **5.3.2.O**)

Section 6 – Subsection 6.3 (Financial Proposal Evaluation Criteria)

All Qualified Offerors (see **Section 6.5.2.D**) will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on **Attachment B** - Financial Proposal Form.

Subsection 5.5 (Selection Procedures)

The Contract will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The Competitive Sealed Proposals method allows for the conducting of discussions and the revision of Proposals during these discussions. Therefore, the State may conduct discussions with all Offerors that have submitted Proposals that are determined to be reasonably susceptible of being selected for contract award or potentially so. However, the State reserves the right to make an award without holding discussions.

In either case (i.e., with or without discussions), the State may determine an Offeror to be not responsible and/or an Offeror's Proposal to be not reasonably susceptible of being selected for award at any time after the initial closing date for receipt of Proposals and prior to Contract award. If the State finds an Offeror to be not responsible and/or an Offeror's Technical Proposal to be not reasonably susceptible of being selected for award, that Offeror's Financial Proposal will subsequently be returned if the Financial Proposal is unopened at the time of the determination.

Section 6.6 (Documents Required Upon Notice of Recommendation for Contract Award)

Upon receipt of a Notification of Recommendation for Contract Award, the following documents shall be completed, signed if applicable with original signatures, and submitted by the recommended awardee within five (5) Business Days, unless noted otherwise. Submit three (3) copies of each of the following documents:

- a. Contract (Attachment A),
- b. Contract Affidavit (Attachment C),
- c. MBE Attachments D-2 and D-3A/B, within ten (10) Business Days, if applicable; *see Section 1.33,
- d. MBE Waiver Justification within ten (10) Business Days (see MBE Waiver Guidance and forms in Attachments D-1B and D-1C), if a waiver has been requested (if applicable; *see Section 1.33),
- e. Non-Disclosure Agreement (Attachment J), if applicable; *see Section 1.37,
- f. HIPAA Business Associate Agreement (Attachment K), if applicable; *see Section 1.38,
- g. VSBE Attachment M-2, if applicable *see Section 1.41,
- h. DHR Hiring Agreement, Attachment O, if applicable *see Section 1.43, and
- i. Copy of a current Certificate of Insurance with the prescribed limits set forth in Section 3.4 "Insurance Requirements," listing the State as an additional insured, if applicable; *see Section 3.4.

Other than submitting the proposals in the proper formats, it is crucial to submit both proposals on the due date. This information can be found in the Key Summary Page. MDH-OPASS is not responsible for proposals being sent to the incorrect address.

Subsection 5.2.3:

Offerors may submit Proposals by hand or by mail as described below to the address provided in the Key Information Summary Sheet.

- A. Any Proposal received at the appropriate mailroom, or typical place of mail receipt, for the respective procuring unit by the time and date listed in the RFP will be deemed to be timely. The State recommends a delivery method for which both the date and time of receipt can be verified.
- B. For hand-delivery, Offerors are advised to secure a dated, signed, and time-stamped (or otherwise indicated) receipt of delivery. Hand-delivery includes delivery by commercial carrier acting as agent for the Offeror.

For U.S. Postal Service deliveries, any Proposal that has been received at the appropriate mailroom, or typical place of mail receipt, for the respective procuring unit by the time and date listed in the RFP will be deemed to be timely. If an Offeror chooses to use the U.S. Postal Service for delivery, the Department recommends that it use Express Mail, Priority Mail, or Certified Mail only as these are the only forms for which both the date and time of receipt can be verified by the Department.

Subsection 4.3.2:

Hand-delivery includes delivery by commercial carrier acting as agent for the Offeror. For any type of direct (non-mail) delivery, an Offeror is advised to secure a dated, signed, and time-stamped (or otherwise indicated) receipt of delivery. Subsection 4.3.3

After receipt, a Register of Proposals will be prepared that identifies each Offeror. The Register of Proposals will be open to inspection only after the Procurement Officer makes a determination recommending the award of the Contract.

In Summary of the Procurement Process:

- 1) All questions from this pre-proposal conference meeting should be submitted to Dana Denbrow, MDH-OPASS Procurement Officer, in written and email format.
- 2) Proposal Due (Closing) Date and Time: August 20, 2019, 2019 at 2:00 pm ESTLocal Time
- 3) The proposal will be in two parts: Technical and Financial. No financial information should be indicated in the Technical Proposal. Please ensure that all pertinent attachments are accompanied with the proposals. Please also ensure that each proposal is in a separate, sealed envelope.

Minority Business Enterprise Overview-Janelle Robinson, MDH/MBE Director

The MDOT, MBE Participation Utilization Affidavit-Attachment D, must be fully completed and submitted separately with our Bidder's proposal. Failure to do so will result in your proposal being deemed non-responsive. On the D-1 form, you must express your intention of your overall goal percentage for this solicitation. There are no sub-goals for this solicitation. The MBE Participation schedule should list all names of the minority business enterprises that you intend to use to meet

the MBE goal along with their FEIN Number, MDOT MBE Certification Number and the list of certification categories. Only MDOT MBE Certification is acceptable. MBE Certification from another entity will not be accepted. Additionally, the percentage of the total contract value to be provided by the particular MBE should be answered as well as a specific portion of the goal should be performed by the MBE. Side note: For the MBE Certification, the MBE must be certified at the time of submission of proposal. MBE Certification takes up to 90 days.

In the summary, you will break down the specific MBE status of the particular MBE. The break down should be equal to the MBE goal status. Within 10 working days of receiving notice that the bidder is the intended winner, the bidder must submit the Outreach Compliance Statement which is Attachment D-2 along with the Contract Affidavit-Attachment D-3. You may request a waiver for the MBE goal. Within 10 working days of receiving notice that the bidder is the intended awardee, the bidder must submit all waiver documentation in accordance with COMAR 21.11.03.10.

Purpose/Specifications Overview – Meg DePasquale

Section 3 (Background, Purpose and Scope of Work)

Meg Depasquale has replaced Patricia Sastoque as the Contract Monitor.

Subsection 2.2.1 Purpose

The DDA provides a coordinated service delivery system so that individuals with developmental disabilities receive appropriate services oriented toward the goal of integration into the community. These services are provided through a wide array of community-based services delivered primarily through a network of non-profit providers, as well as the two State Residential Centers (SRC) (Potomac Center in Hagerstown, Maryland and Holly Center in Salisbury, Maryland) that provide services to individuals with intellectual disability. DDA's mission is to partner with people with developmental disabilities to provide them leadership and resources to live fulfilling lives.

Subsection 2.2.2

The DDA has four (4) Regional offices that oversee services through separate contracts in each Region. The current services provided by DDA are broad and administered differently in each Region. The Regions are identified below and fully described in Appendix 1.

- a. Central Maryland Region (CMR)
- b. Eastern Shore Region (ESR)
- c. Southern Maryland Region (SMR)
- d. Western Maryland Region (WMR)

Subsection 2.3.2.1

Behavioral Respite Services (BRS) is a temporary relief service, provided to the family or caregiver of an individual who is exhibiting challenging behavior. BRS can help families meet emergency needs and/or fulfill vacation plans or overcome the challenging behavior that is preventing the individual from living in a less restrictive environment. BRS involves transferring an individual from their current living environment to a more highly structured and positive environment for a time-limited period where their challenging behavior(s) can be managed in a

positive, safe, and effective manner. Changing the individual's environment is part of the therapeutic intervention needed to improve the situation. These services must be authorized by DDA as part of a planned, coordinated, step-wise approach to address challenging behaviors and return the individual to less restrictive community living arrangement

Subsection 2.3.3.

Mobile Crisis Intervention Services (MCIS) should be used in response to a behavioral, acute psychiatric, or situational emergency that may result or has resulted in a harmful or potentially harmful outcome to an individual who has been found eligible for DDA services and is currently receiving DDA services, unless otherwise authorized by the DDA. The Contractor's MCIS Staff/Consultants must address urgent requests from community caregivers, community providers, or other community settings by providing crisis intervention services through on-site assessment in an attempt to de-escalate presenting behaviors or provide clinical input to guide community placement decisions from a hospital or facility. The goal for these services is to reduce harm to self or others, minimize emergency hospital admissions, limit potential police/legal involvement, and facilitate placement at the appropriate level of support.

Q & A

Question: Section 2.3.2.2.3 - Why is a face-to face on-site evaluation of the individual required?

Response: Response: The purpose of Mobile Crisis is to go out into the community to assist when an individual is in crisis. Assessment must occur face to face in order for the qualified clinician to make an accurate clinical assessment.

Question: In regards to unoccupied beds, should the vendor hold the bed in anticipation of a patient?

Response: No, that would not be the best use of the bed.

Question: In regards to Behavior Respite, what happens if you cannot wait for an assessment?

Response: The Contractor should attend to the individual while they are in crisis.

Question: Section 2.3.3 Mobile Crisis - Must the contractor follow-up?

Response: Response: The contractor should follow up within 48-72 hours to close out the call. This should be documented with the case note.

Question: Do you have to be START Certified prior to Providing Behavior Respite services?

Response: No. This is not a requirement of this solicitation.

Question: Should an Offeror respond to all four regions?

Response: The Department intends to make one (1) award per Region (see Appendix 1 definition) as a result of this RFP. Accordingly, a selected Offeror must provide both all required Behavioral Respite Services, and all required Mobile Crisis Intervention Services within its awarded Region(s). Offerors may propose on one (1) or more Regions, up to all four (4) Regions, but may only submit (1) proposal for each Region.

Question: Section 2.2.2.3 - What does the numbers mean in the chart?

Response: They are the number of days that a DDA funded Mobile Crisis and behavior Respite provided service per Region.

Question: Section 3.10.4 and 3.10.5 - Does all of the staff need to be certified?

Response: They should at least have the required DDA training that all direct care staff receive.

Question: Section 3.9 - Do the Contractor have to SOC 2 compliant?

Response: This requirement is being evaluated and a response will be issued on eMaryland Marketplace Advantage.

Meeting adjourned